



State of Utah

JON M. HUNTSMAN, JR.
Governor

GARY HERBERT
Lieutenant Governor

Public Service Commission

TED BOYER
Chairman

RIC CAMPBELL
Commissioner

RON ALLEN
Commissioner

June 28, 2007

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-B204
Washington, D.C. 20554

Re: TRS Consumer Complaints Log Summaries for the FCC

Dear Ms. Dortch:

In accordance with the Improved TRS Order issued in **CG Docket 03-123** by the Federal Communications Commission (FCC) and the order dated March 6, 2000, the Public Service Commission of Utah hereby submits the original and four (4) copies of the State of Utah's TRS Complaints Log. Included are the original and four (4) copies of the Consumer Complaints Log that summarizes reports from Sprint, Utah's TRS provider, as well as from Sorenson, a Video Relay Service provider. A diskette containing the aforementioned documents has been included as well. In response to the Public Notice (DA-07-2762) dated from June 22, 2007, an electronic copy of the Log Summaries from the State of Utah is being sent to Pam Gregory with the Consumer & Governmental Affairs Bureau.

For the period of June 1, 2006 through May 31, 2007, Sprint received 5 (five) customer complaints for TRS and 6 (six) complaints for CapTel that totals 11 (eleven) customer complaints filed with supervisors at one of the Sprint TRS Centers. For the same period of time, Sorenson VRS received 9 (nine) customer complaints. Zero (0) complaints were received for services such as IP Relay, Speech-to-Speech Relay, and Spanish Relay. Any complaints received by the Commission Secretary or the TRS Specialist with the Utah Public Service Commission were referred to the appropriate service provider and are included in their complaint records. All of the complaints were resolved in a timely fashion, and as far as the



Public Service Commission

TED BOYER

Chairman

RIC CAMPBELL

Commissioner

RON ALLEN

Commission is aware, none of the aforementioned complaints escalated into action State of Utah PSC.

JON M. HUNTSMAN, JR.
Governor

The Utah Public Service Commission is currently working with a full-time Sprint Account Manager located and working in Utah which has proved beneficial. The Account Manager is working closely with the Commission in implementation of a new wireless device program in

GARY HERBERT
Lieutenant Governor

order to expand usage of IP Wireless Relay Services. Sprint and Sorenson Communications assisted the Public Service Commission in hosting 2 Open Houses in October and November of 2006 in two different areas of the state to explain TRS and VRS products as well as solicit feedback about these products and advancements. The complaint process and customer database profiles were explained.

The Commission has renewed its contract with an advertising and public relations firm in order to assist with all outreach efforts. Some goals are to update the website by making it more user-friendly as well as developing a newsletter. This firm will continue to assist with endeavors such as public service announcements regarding equipment and services such as the Captioned Telephone and wireless devices.

The Utah Public Service Commission continues to work in conjunction with the FCC as well as strives to be proactive to providing the best possible relay service for the residents of Utah.

Sincerely,

/s/ Julie Orchard
Commission Secretary
TRS Administrator
160 East 300 South
Salt Lake City, UT 84111
(801) 530-6713 (V)
(801) 530-6796 (fax)
jorchard@utah.gov

Attachment #1: Complaint Log Summary for Period of June 1, 2006 – May 31, 2007

Attachment #2: Summary of Complaints for Period of June 1, 2006 – May 31, 2007

Attachment #3: Annual Tally Report for Period of June 1, 2006 – May 31, 2007

Attachment #1

Relay Utah - Complaint Log Summary

Sprint categorizes each of the complaints in the following manner:

Number	Category
00	Answer Wait Time
01	Dial Out Time
02	Didn't Follow Database Instructions
03	Didn't Follow Customer Instructions
04	Didn't Keep Customer Informed
05	Agent Disconnected Caller
06	Poor Spelling
07	Typing Speed/Accuracy
08	Poor Voice Tone
09	Everything Relayed
10	HCO Procedures Not Followed
11	VCO Procedures Not Followed
12	Two-line Procedures Not Followed
13	Background Noise Not Typed
14	Feelings Not Described
15	Recording Feature Not Used
16	Noise in Center
17	Agent Was Rude
18	Problem Answering Machine
19	Spanish Service

20	Speech to Speech
21	Other Problem Type Complaint
22	Lost Branding
23	Charged for Local Call
24	Trouble Linking Up
25	Line Disconnected
26	Garbled Message
27	Database Not Available
28	Split Screen
29	Other Technical Type Complaint
30	Rates
31	OSD
32	No 900 Number
33	Carrier of Choice
34	Network Recording
35	Other
57	Caller ID
58	Regional 800 Calls
59	Transmission

Attachment #1 (continued)
Relay Utah – Complaint Log Summary
June 1, 2006 – May 31, 2007

TRS Complaints

Date of Complaint	Category #	Nature of Complaint	Date Resolved	Explanation of Resolution
8/13/06	24	Voice Customer reported difficulty in communicating with her relative who uses VCO with relay due to garbled text.	8/14/06	Apologized to the customer and discussed equipment. Service center ticket was issued. No follow-up. Tech consulted with the customer and a message was left encouraging the customer to call if the problem continued to occur.
10/25/06	24	Voice customer could not reach his son when he called through the relay service. He got a recorded message saying the call could not be completed due to no records of an account set up with Sprint. The customer had Comcast listed as his long-distance carrier.	3/22/07	Apologized to the customer and assured the customer that the complaint would be investigated further. The customer requested a call back. Trouble Ticket was issued. Situation was resolved.
3/5/07	29	Service: General	3/5/07	Technical problem was identified, and resolution was provided by network provider.
3/5/07	29	Service: General	3/5/07	Technical problem was identified, and resolution was provided by network provider.
3/15/07	58	Dialing issue: unable to dial regional 800 number.	3/15/07	Provided customer with equivalent regional number.

CapTel Complaints

Date of Complaint	Nature of Complaint	Date Resolved	Explanation of Resolution
6/2/06	Connection issue: the connection got disconnected	7/6/06	Apologized to the customer and sent customer information explaining the

	and reconnected during calls.		difference between a CapTel phone and a traditional phone, and explained to the customer why problems with connection might occur. Sent email with tips on reducing problems with connection.
6/23/06	Captioning issue: Dropped characters and garbled text. Characters were missing and there were line quality problems.	6/23/06	Explained to the customer how the CapTel works and how the quality of the phone line affects the quality of the captions. Gave the customer information on how to contact the phone company and have them check the quality of the phone line.
1/12/07	Service: General	1/12/07	The technical problem with the inbound call was reported at 8:15 am CST on 1/12/07, and it resulted in increased queue waiting time. The problem was completely resolved at 10:28 am CST by CapTel Technical Support.
1/12/07	Service: General	1/12/07	The technical problem with the inbound call was reported at 8:15 am CST on 1/12/07, and it resulted in increased queue waiting time. The problem was completely resolved at 10:28 am CST by CapTel Technical Support.
2/1/07	Accuracy of Captions	2/1/07	The customer shared feedback regarding accuracy of captions. The CS Rep. apologized for the incident and thanked the customer for providing feedback. The customer was advised to document the date, time, and CA number for more specific follow-up.
2/13/07	Disconnect/Reconnect during calls	2/14/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone and explained to the customer why problems with connection might occur. Sent email with tips on reducing problems with connection.

Attachment #1 (continued)
Relay Utah – Summary of Complaints
June 1, 2006 – May 31, 2007

VRS Complaints

Sorenson Communications categorizes each of the VRS complaints in the following manner:

Number	Category
1	Hold times
2	Did not follow callers request
3	VI Signing/Fingerspelling was not clear
4	VI Disconnected caller
5	Affect/Intent not described
6	VI was rude
7	VI Dress inappropriate
8	Didn't keep caller informed
9	Poor voice tone/quality
10	VCO procedures not followed
11	Background noise not conveyed
12	Visible and audible noise in center
13	VI receptive skills inadequate
14	Other service type
20	Fast VRS
18	Compliment

Date of Complaint	Category #	Nature of Complaint	Date Resolved	Explanation of Resolution
6/5/06	1	Long hold time.	6/5/06	Customer Service: Apologized for the long hold time.
9/7/06	3	VI signing was not clear.	9/11/06	Manager: interpreter retrained
9/12/06	3	VI signing/fingerspelling was not clear.	9/12/06	Manager: interpreter retrained
12/4/06	3	VI signing/fingerspelling was not clear. No ID# was given.	12/4/06	No interpreter number was provided with the complaint so no retraining could be completed.
12/13/06	13	VI receptive skills inadequate.	12/13/06	Manager: interpreter retrained.
2/28/07	13	VI receptive skills inadequate.	3/19/07	Manager: interpreter retrained.
4/11/07	3	VI signing/fingerspelling was not clear.	4/23/07	Manager: interpreter retrained.

4/23/07	13	VI receptive skills inadequate/	5/1/07	Manager: interpreter retrained.
4/27/07	3	VI signing/fingerspelling was not clear.	5/9/07	Manager: interpreter retrained.

Attachment #2
Relay Utah – Summary of Complaints
June 1, 2006 – May 31, 2007

For the period of June 1, 2006 through May 31, 2007, there were a total of 20 complaints filed with Sprint and Sorenson for TRS, VRS, and CapTel. No complaints were filed for any of the other services e.g. Speech-to-Speech, IPRelay, Spanish Relay, etc. Sprint received a total of 11 (eleven) customer complaints and all complaints were filed with supervisors at one of the Sprint TRS or Captioning centers. Sorenson Communications reports receiving a total of 9 (nine) complaints in the period of June 1, 2006 through May 31, 2007 of all calls originating or terminating in the State of Utah. All 20 (twenty) complaints were resolved in a timely fashion, and none were escalated for action by the State of Utah or by the Federal Communications Commission.

Attachment #3
Relay Utah - Annual Tally Report
June 1, 2006 - May 31, 2007

TRS Customer Complaints

Category # Complaint	Type of Complaint	Number of Complaints
24	Trouble Linking Up	2
29	Other Technical Type Complaint	2
58	Regional 800 Calls	1

Total = 5 complaints

CapTel Customer Complaints

Type of Complaint	Number of Complaints
Connection	2
General Service	2
Captioning - accuracy	2

Total = 6 complaints

VRS Customer Complaints

Category # Complaint	Type of Complaint	Number of complaints
2	Did not follow callers request	2
3	VI signing/fingerspelling was not clear	2
6	VI was rude	3
7	VI dress inappropriate	1
8	Didn't keep caller informed	1

Total = 9 complaints

Attachment #3 (continued)
Relay Utah - Annual Tally Report by Month
June 1, 2006 - May 31, 2007

TRS Tally	Number of Complaints
June 2006	0
July 2006	0
August 2006	1
September 2006	0
October 2006	1
November 2006	0
December 2006	0
January 2007	0
February 2007	0
March 2007	3
April 2007	0
May 2007	0
Total TRS Complaints	5

CapTel Tally	Number of Complaints
June 2006	2
July 2006	0
August 2006	0
September 2006	0
October 2006	0
November 2006	0
December 2006	0
January 2007	2
February 2007	2
March 2007	0
April 2007	0
May 2007	0
Total CapTel Complaints	6

Attachment #3 (continued)
Relay Utah - Annual Tally Report
June 1, 2006 - May 31, 2007

VRS Tally	Number of Complaints
June 2006	1
July 2006	0
August 2006	0
September 2006	2
October 2006	0
November 2006	0
December 2006	2
January 2007	0
February 2007	1
March 2007	0
April 2007	3
May 2007	0
Total VRS Complaints	9